



Amtrak Fact Sheet Fiscal Year 2022 Commonwealth of Massachusetts

Amtrak Service & Ridership

At the end of FY 2022, Amtrak operated 69 trains per day in Massachusetts, as part of the following routes:

- **Long Distance**
Lake Shore Limited (daily Chicago-Cleveland-Buffalo-Boston/New York)
- **State Supported**
Berkshire Flyer (daily New York-Albany-Pittsfield, summer only)
Downeaster (daily Boston-Portland-Brunswick)
Hartford Line (daily New Haven-Wallingford-Meriden-Hartford-Windsor Locks-Springfield)
Valley Flyer (daily New Haven-Wallingford-Meriden-Hartford-Windsor Locks-Springfield-Holyoke-Northampton-Greenfield)
Vermont (daily Washington-Philadelphia-New York-New Haven-Berlin-Springfield-Essex Junction-St. Albans)
- **Northeast Corridor**
Acela (daily Washington-Baltimore-Wilmington-Philadelphia-Newark-New York-New Haven-Providence-Boston)
Northeast Regional (daily Richmond-Washington-BWI-Baltimore-Wilmington-Philadelphia-Trenton-Newark-New York-New Haven-New London-Providence-Boston)

Stations Served

During FY 2022, Amtrak trains served the following locations in Massachusetts.

City (Code)	Ridership
Boston (Back Bay) (BBY)	606,967
Boston (North Station) (BON)	346,610
Boston (South Station) (BOS)	1,216,560
Framingham (FRA)	1,586
Greenfield (GFD)	8,927
Haverhill (HHL)	23,156
Holyoke (HLK)	2,423
Northampton (NHT)	27,801
Pittsfield (PIT)	10,493
Route 128 (Westwood) (RTE)	303,652
Springfield (SPG)	112,712
Woburn (WOB)	13,626
Worcester (WOR)	5,068
Total Massachusetts Station Usage:	2,679,581

Amtrak maintains the Great American Stations website (<https://www.greatamericanstations.com/>), which includes detailed profiles of every Amtrak station. Information available includes a brief history of each

station, a review of what organization or organizations are responsible for the various portions of each facility, a list of routes serving each station, contact information for the appropriate Amtrak representative for that station, and relevant local community links.

Host Railroads & On Time Performance

Amtrak relies heavily on the cooperation of other railroads to operate routes using tracks that Amtrak does not own or control. Host railroads are statutorily required to provide Amtrak trains “preference” over freight transportation. However, on time performance on most host railroads is poor and continues to decline largely due to hosts ignoring their statutory responsibilities.

Listed below are the Amtrak services that operate in Massachusetts with each service’s host railroads and customer on-time performance (OTP) in FY 2022:

Service	Host Railroad (s)	FY22 OTP
<i>Lake Shore Limited</i>	CSX, Norfolk Southern, Metro-North	59%
<i>Downeaster</i>	Massachusetts Bay Transportation Authority, CSX (formerly Pan Am Railways, merger completed 6/1/22)	82%
<i>Hartford Line</i>	Amtrak, Metro-North, Massachusetts DOT	88%
<i>Valley Flyer</i>	Amtrak, Metro-North, Massachusetts DOT	88%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	81%
<i>Acela</i>	Amtrak, Metro-North	82%
<i>Northeast Regional</i> (spine)	Amtrak, Metro-North	84%

Customer OTP measures what proportion of customers arrive at their destination on time. For *Acela* trains, the margin is within ten minutes of the schedule and the margin is 15 minutes for all other trains. Thus, if a train is 16 minutes late to its final stop, and all its riders are headed for that stop, then even if the train is on time at every intermediate stop, customer OTP would be 0%, reflecting the passengers’ experience.

Amtrak Guest Rewards

At the end of FY 2022, there were approximately 14.4 million members of Amtrak Guest Rewards (AGR), with 528,819 members listing an address in Massachusetts. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2022, Amtrak procured goods and services worth \$2.85 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In Massachusetts, Amtrak spent \$62,122,614, broken down in the following locations:

City	Amount (\$)
Auburn	123,489
Avon	198,504
Beverly	482,252
Boston	17,501,438
Braintree	152,044
Brockton	123,674
Burlington	1,606,682

Canton	499,675
Chelmsford	346,660
Chelsea	311,460
Concord	174,177
Framingham	571,483
Holbrook	289,663
Hudson	395,125
Littleton	2,547,299
Ludlow	117,296
Marlborough	125,343
Needham	251,509
Newton	462,092
North Billerica	1,384,286
Norwell	3,406,085
Pembroke	161,907
Plympton	729,768
Randolph	15,299,326
Raynham	250,903
Salem	141,212
Somerville	144,884
South Boston	326,620
Springfield	8,881,499
Stoughton	127,786
Waltham	1,718,696
Westborough	172,298
Westfield	2,543,178
Whitinsville	431,646
Wilmington	440,525
Worcester	237,315

Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 707 Massachusetts residents. Total FY 2022 wages were \$1.92 billion, of which Massachusetts residents earned \$68,531,986.

Additional Information

Other State Features

Amtrak operates and maintains the 37.9 mile Attleboro Line, owned by the Massachusetts Bay Transportation Authority (MBTA), between Boston and the Rhode Island state line, for Amtrak Northeast Corridor and commuter service.

Major Facilities

About 300 weekday trains operate at Boston South Station, which is shared by Amtrak and MBTA. Amtrak maintains equipment at Southampton Yard in Boston, which is also the location of one of three of Amtrak's high-speed rail maintenance facilities dedicated to Amtrak's Acela high-speed trainsets. The *Downeaster* service, which operates from Boston to New Hampshire and Maine, uses North Station.

Valley Flyer Service

On August 30, 2019, Amtrak, in conjunction with MassDOT, launched a new state supported seven day a week passenger train, called the *Valley Flyer*. The train travels along the Knowledge Corridor described above. The trains also connect with Amtrak's Northeast Corridor at New Haven and serve stations between New Haven and Springfield.

The Berkshire Flyer

The Massachusetts Department of Transportation (MassDOT) completed a study in late 2021 entitled "Massachusetts Intercity Passenger Rail Governance White Paper" to examine the costs, benefits, and investments necessary to implement passenger rail service from Springfield and Pittsfield to Boston, with the speed, frequency, and reliability necessary to be a competitive option for travel along this corridor. A two-year preliminary summer service began in Summer 2022 and continues in 2023.

Knowledge Corridor Improvements

In 2010, Massachusetts was awarded \$70 million in federal stimulus funds for final design and construction of the "Knowledge Corridor" along the Connecticut River in western Massachusetts. Track restoration began in 2013 and was completed in late 2014. At that time, Amtrak's *Vermont* service was rerouted onto this shorter and faster line. Stations on the new route are Holyoke, Northampton, and Greenfield.

New Haven-Springfield High-Speed Corridor Improvements

The New Haven-Hartford-Springfield (NHHS) rail program, led by Connecticut, includes design and construction of additional rail capacity on Amtrak-owned infrastructure between those cities. This includes track and signal improvements, as well as construction of new station facilities.

In 2018, Amtrak completed the installation of new underground signal and communications cables over the line and installed a second set of tracks along the entire length of the 62-mile corridor (which was single-tracked).

The CTrail Hartford Line passenger rail service launched on June 16, 2018, and operates at speeds up to 110 mph, cutting travel time between Springfield and New Haven to as little as 81 minutes. Passengers can make connections to New York City and Boston at New Haven or Vermont (via Springfield).

Station Improvements

In FY 2022, Amtrak's ADA Stations Program spend for Massachusetts was about \$136,000.

Boston South Station: The station currently is the subject of an expansion project led by the Massachusetts Department of Transportation (MassDOT) in coordination with Amtrak, the Massachusetts Bay

Transportation Authority (MBTA), Federal Railroad Administration (FRA) and several other local, state, and federal stakeholders. Funded with a High-Speed Intercity Passenger Rail (HSIPR) grant from the FRA in 2010, the South Station Expansion Project (SSX) is intended to expand terminal and layover capacity to meet current and anticipated future high-speed, intercity, and commuter rail service needs. The expansion of South Station will enable growth in passenger rail transportation along the NEC and throughout the greater New England region. The project will also improve passenger experience, promote development

in a progressive area of Boston, and allow for Dorchester Avenue along the Fort Point Channel to be reopened for public use for the first time in decades.

Amtrak is also coordinating with MassDOT and MBTA on the South Station Air Rights Project, within the immediate station terminal footprint. A mixed-use transit-oriented development led by Hines Development and Gemdale Properties, the project calls for the addition of office, residential and hotel space behind and adjacent to the headhouse.

Springfield Union Station: Springfield Union Station was opened by the Boston and Albany Railroad (B&A) in 1926. In June 2017, the people of Springfield gathered to celebrate Union Station's extensive rehabilitation – an \$84.5 million project three decades in the making, that included renovations of the terminal building and central concourse; renovation and reopening of the commuter passenger tunnel that connects the terminal building to train platforms and adjacent downtown area; construction of a 26-bay bus terminal; a 377-space parking garage; and 64,000 square feet of leasable commercial space. Union Station – now a bustling intermodal center – is used by customers of Amtrak, CTail commuter trains, Pioneer Valley Transit Authority (PVRTA) buses and intercity buses. In June 2019, Amtrak fully moved its operations into Union Station after vacating a small structure from 1994 that sat opposite the station at track level.

MassDOT recently announced a CRISI grant award of \$1.75 million to develop preliminary engineering and environmental clearance for track, signal, and infrastructure improvements around Springfield Union Station to gain operational efficiency, reduced travel times, improved passenger accessibility for intercity passenger rail services, and reduced freight and passenger rail conflicts on corridors in the Springfield area.

Route 128 (Westwood): Amtrak has FY 2023 plans to modify the station to ensure ADA compliance. The project will repair the existing platform, modify the station entrances and waiting areas and provide accessible routes to the platform and the station, along with required ADA signage for the station and platform.

AMTRAK ROUTES IN MASSACHUSETTS

